

# **SPACE SHUTTLE PROJECTS OFFICE**

## **MMS – FOCUS AREAS**

- **Review the MSFC Quality Policy. How do you support the policy in performing your job?**
  - **MSFC Policy is to provide quality products and services to our customers through the Marshall values: people, customers, excellence, teamwork and innovation.**
  - **The Marshall Values should guide us in our behavior and in making decisions on a day-to-day basis.**
  - **The MSFC Quality Policy can be found in MPD 1280.1, “Marshall Management Manual,” and posted in every conference room on center. (The Marshall Values and MSFC Safety Policy are also posted in all conference rooms.)**

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## **MMS – FOCUS AREAS**

- **What are your job responsibilities?**
  - **Know your job tasks. (What do you do?)**
  - **Know that you do have documented procedures for your job tasks. (OWI)**
  - **Be able to navigate to your OWI from : <http://shuttleonline.msfc.nasa.gov/> and to your specific job tasks within the OWI.**

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## MMS – FOCUS AREAS

- What quality objectives and metrics are related to your job?
  - SSPO quality objectives have been established at the program level
    - Fly Safely
    - Meet the Manifest
    - Improve Mission Supportability
    - Improve the System
  - A chart with these objectives have been given to all SSPO personnel. So use it.
  - Know which objective(s) your job tasks support.
  - Metrics have been established and can be found on the Customer Satisfaction (CS) website: <http://shuttleonline.msfc.nasa.gov/>, then click on “CS”, then on “Metrics”.
  - Be aware of any project specific objectives.

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## MMS – FOCUS AREAS

- Have you been involved in any continual improvement activities? How are processes continually improved?
  - Know how to navigate to the SSPO CS/CI websites.
  - Be aware of any project specific process improvements.
  - Be aware that the MSFC has a CS/CI website for center tracking.
  - Improvements are made on a routine basis through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management reviews.

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## MMS – FOCUS AREAS

- **Who are your customers?**
  - For SSPO, customers are established at the project office level.
  - A list of the SSPO customers may be found at the CS website: <http://shuttleonline.msfc.nasa.gov/>, scroll down and click on “Customer Satisfaction”, then click on “SSPO Customer List”.

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## **MMS – FOCUS AREAS**

- **How is customer feedback solicited and collected for SSPO? What is your role in SSPO's customer satisfaction process?**
  - Know that Scott Schutzenhofer/MP71 has been named the CS coordinator for SSPO.
  - Again know what program objectives that your job tasks support.
  - See MPG 1280.8, “Customer Satisfaction,” and MWI 1280.2, “MSFC Customer Feedback System” for more information.

# SPACE SHUTTLE PROJECTS OFFICE

## MMS – GENERAL

- Who is the ISO Management Representative?
  - Axel Roth is the ISO Management Representative.
- Are there documented procedures/instructions for the work that you do? Do you know where they are located? Can you access the MIDL and the documents that you use in your job?
  - Yes, your OWI. Be able to navigate to the Shuttle masterlist from: <http://shuttleonline.msfc.nasa.gov/>, then click on “ISO 9000”, then scroll down to your OWI.
  - Be able to get to the MIDL from: <http://shuttleonline.msfc.nasa.gov/> or <http://inside.msfc.nasa.gov/MIDL/> or ISO homepage. It is okay to bookmark the MIDL.

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## MMS – GENERAL

- What do you do when you find a problem with the MSFC quality system documentation, noncompliance with documented requirements, or any other problem that cannot be resolved through the normal chain of command?
  - Initiate an Quality System Deficiency Notices (QSDN) report.  
From: <http://inside.msfc.nasa.gov/index.html/> click on ISO 9000, then scroll down and click on “QSDN”, then on “Initiate Report”.
  - Remember that to make a change to your OWI, contact the OPR of the document or the Document Control Custodian(DCC), USA/Linda Ross.

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## **MMS – GENERAL**

- What records do you generate? Where are the records kept? If you are the records custodian, what are the requirements for record retention and disposition?
  - Check your OWI.
  - See MPG 1440.2, “MSFC Records Management Program,” for more information.

# **SPACE SHUTTLE PROJECTS OFFICE**

## **MMS – GENERAL**

- **Who is SSPO's Marshall Management System (MMS) Representative?**
  - **ISO 9000 Representatives for SSPO are:**
  - **Organizational Representative (OR)**
    - **All SSPO**                      **MP71/John Pea**                      **MP21/Jeff Spencer-alternate**
  - **Project Reps**
    - **SSME**                      **MP21/Jeff Spencer**
    - **ET**                      **MP31/Mike Butler/Keth Burleson**
    - **SRB**                      **MP41/John Newton**
    - **RSRM**                      **MP51/Dennis Moore**
    - **SIO**                      **MP71/John Pea/Kathy Oglesby**

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## **MMS – GENERAL**

- **How do you control calibration...?**
  - **Not Applicable**
- **Are you involved in any handling...?**
  - **Not Applicable**
- **Are you involved in preventive action?**
  - **Only if one is reporting an incidence or recommendation.**
- **Is validation of your process required?**
  - **No**
- **What quality planning has been done for your project?**  
**Do you have an approved project/quality plan?**
  - **In general, quality planning has been done and is included in contract documentation.**
  - **New projects, e.g., AHMS should have a project/quality plan.**

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## MMS – GENERAL

- What type of measurement and monitoring is performed for your product(s)? What inspections/tests are performed?
  - These requirements are levied on the Prime Contractor.